STATE OF ALASKA

DEPT. OF HEALTH AND SOCIAL SERVICES
DIVISION OF PUBLIC ASSISTANCE

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Local Agency Memorandum No-010-01

Date:	October 13, 2009	**Information- X**
		Policy- x
TO:	X-LA WIC Coordinators	Action- x
	X-Satellites	
		Routine (email and hard copy) - x
FROM:	Kathleen Wayne	Urgent (fax and hard copy)-
	State WIC Manager	
SUBJECT:	WIC Computer Hardware Support and In-kind Equipment Policies	

This memo provides guidance to Local Agency WIC clinics and their administrative organizations regarding timelines and costs for moving WIC computers, computer cost allocations, and requirements associated with use of in-kind computer equipment at a WIC clinic.

120-day Notice for Clinic Moves

This memo replaces LA Memo 06-18 and provides clarification on timelines regarding computer connectivity at new and relocating WIC clinics. Local agencies must secure permission from the state office before any WIC computer can be moved from its current location.

The WIC Program Office and IT Services staff need approximately four months or 120 days from the date we are notified of a clinic move in order to establish computer connectivity. For instance, if a local agency is scheduled to move to another location on July 15th, the WIC Program Office will need to be notified by March 15th in order to ensure the WAN circuit will be available on July 15th.

When LAs provide the 120-day notice, we also need to following information:
- room #
- building contact name and phone number
- street address and any other identifying information

Computer Cost Allocation

Historically, the WIC Program Office has covered computer connection costs associated with a new clinic and clinic moves; however, since federal WIC program funds have not kept pace with increasing program costs, computer costs must be a shared expense with local agencies.

Some programs have already been required to cover their clinic move/establishment costs; therefore, this memo notifies all WIC grantees of the current computer installation, connection, and maintenance costs:

State WIC Costs --as funds are available

- WAN/LAN Hardware Infrastructure - Routers, Switches, UPS (Uninterruptable Power Supply)
- WAN Circuit MRC (Monthly Recurring Cost) - Costs vary per clinic
- Desktop Computer(s) (including monitors) – 3 year refresh cycle
- Server Computers - 3 year refresh cycle
- Warrant Printer(s) - HP 3005
- Report Printer(s) - Either desk-jet or laser-jet printer
- Maintenance and repair of Warrant Printers

Clinic Costs—WIC Budget or Other Agency Source
- WAN/LAN Hardware Infrastructure -Equipment Racks(1), Secure Equipment Location and Internal wiring for computer hookups (Wall Ports, Patch Panel, etc)
- WAN Circuit Move/Installation - Depending on location, can cost as little as $500 to as much as $2,000
- Warrant & Report Printer Ink
- Network cables
- KVMs (some clinics use KVMs to save space. KVMs allow customers to access 2 different computers with only one set of keyboard/mouse. Additional monitors and/or video cards to support multiple monitors
- Power strips
- Asset Recovery (this is approx. cost of $30 per unit) and should be budgeted for each computer that is scheduled for refresh.
- Maintenance and Repair of Report Printers

Local Agencies should plan to cover their computer costs with their WIC grant. All materials and equipment purchased with WIC funds is considered state property.

Inventory/Asset Tracking Responsibilities- Local WIC agencies are responsible for maintaining annual inventory tracking and reporting responsibilities for all state owned property.

In-kind Computer Support:
The State of Alaska, Department of Health and Social Services, Division of Public Assistance, Family Nutrition Programs will support in-kind, agency-provided computer equipment for the purpose of facilitating use of the HSS AKWIC system.

WIC Local Agency Responsibilities:
- LA will provide computers and printers that meet the HSS standards at no cost to the Department for the administration of the AKWIC program . Current standards are:
  - HP 3005 N Model warrant printer
  - Dell Latitude E6400 laptop or Dell OptiPlex 760 Small frame computer
  - Network capable report printer

- Computers will not be removed from the LA site by anyone other than HSS Information Technology Services staff without prior approval by the HSS WIC Program Manager or delegate. We need to ensure ITS Help Desk is notified of any computer moves if done by the agency staff.

- Provide HSS Information Technology Services (ITS) staff access to computers.

- These computers will only host software necessary for the operation of the computer, AKWIC system, and other approved software programs. Computers will not be permitted to be attached to the network until appropriate security and LANDesk tracking software has been loaded. The following software will be loaded on to State WIC Computers:

State of Alaska Required Software:
- Symantec Anti-Virus
- LANDesk Remote Management
- CSA (Cisco Security....)

AKWIC Customization Software:
- Kodak_Imaging
- PrintKey
- Adobe
- Java
- SQL Server 2K (connectivity only)
- AKWIC
- Office 2007

- Computers will only be used for work associated with the AKWIC program.

- LA is responsible for all costs associated with network costs of adding the computer(s) to the network, such as, data and electrical drops, network cabling and switch upgrades.

- LA is responsible for all costs associated with any warranty or out-of-warranty repair work for agency-provided computer equipment, including costs to ship equipment to/from vendor or to/from DHSS ITS Customer Services for software maintenance. LA is responsible for purchasing maintenance agreement support for self-purchased computers and printers.

HSS Responsibilities

HSS will provide all software and technical support for such computers necessary for LA to utilize the AKWIC system under the grant agreement. HSS does not provide hardware related support for agency purchased equipment.

- HSS will provide AKWIC, computer desktop, and network support.

- Upon termination of the WIC grant, the hardware used under this agreement will be cleaned with a utility that prevents the recovery of any information from the device by HSS ITS customer services staff. The WIC Program Manager should complete a State of Alaska Media Disposal Assurance form for each device that is cleaned.

Attachment A:

DELL

Print Summary
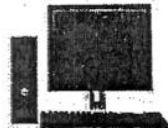
OptiPlex 760 Small Form Factor

Price   **$856.83**

Preliminary Ship Date: 12/16/2008[1]

My Selections   All Options

- **OptiPlex 760 Small Form Factor**

Date	12/10/2008 2:46:29 PM Central Standard Time
Catalog Number	84 Retail rc985187

Catalog Number / Description	Product Code	Qty	SKU	Id
Energy Smart Options: Dell Energy Smart Power Management Settings Enabled	ESMART	1	[310-9504]	25
OptiPlex 760 Small Form Factor: OptiPlex 760 Small Form Factor Base Standard PSU	760SFF	1	[224-2219]	1
Power Supply: OptiPlex 760 Small Form Factor Standard Power Supply	SFFSPS	1	[330-1984]	20
Thermal: Heat Sink, Mainstream, Small Form Factor	HSMSFF	1	[311-9520]	17
Processors: Intel® Core™ 2 Duo Processor E8600 (3.33GHz, 6M, 1333MHz FSB)	E8600	1	[311-9511]	2
OPERATING SYSTEM(s): Genuine Windows Vista® Business Downgrade, XP Professional SP3, E	XP33BDE	1	[420-9570]	11
Systems Management Mode: iAMT Advanced Hardware Enabled Systems Management	ACSMIAT	1	[330-2902]	13
Memory: 4GB DDR2 Non-ECC SDRAM, 800MHz, (4DIMM)	4G4N84	1	[311-8530]	3
Video Cards: 256MB ATI RADEON HD 3450 (2 DVI and 2 VGA /1 TV-out), low profile	2562VIL	1	[320-7362]	6
Keyboard: Dell USB Keyboard, No Hot Keys	EUSB	1	[330-1987]	4
Mouse: Dell USB 2-Button Entry Mouse with Scroll, Black	USBOBLK	1	[330-2733]	12
Monitors: No Monitor	NMON	1	[320-3704]	5
Comments:	Agency Name Unit Cost	0		
Boot Hard Drives: 250GB SATA 3.0Gb/s and 8MB DataBurst Cache™	250S	1	[341-5474]	8
Floppy Drive Options: No Floppy Drive	NFD	1	[341-4609]	10
Removable Media Storage Device: 8X Slimline DVD+/-RW Roxio Creator™ CyberlinkPowerDVD™	DRM8S	1	[313-6092][420-7963][420-9179]	16